Interpreter Services Call Flow FAQ

1. *Upon connection to interpreter services through the NG9-1-1 system tab what will the call taker hear?*
   a. The call taker will be greeted with an auto attendant instructing them to:
      - ⇒ **PRESS 1 for a SPANISH interpreter;**
      - ⇒ **PRESS 2 for a PORTUGUESE interpreter;**
      - ⇒ **PRESS 3 for a HAITIAN-CREOLE interpreter;**
      - ⇒ **PRESS 4 for a MANDARIN interpreter;**
      - ⇒ **PRESS 5 for a FRENCH-CREOLE interpreter;**
      - ⇒ **PRESS 6 for a CAPE VERDEAN interpreter;**
      - ⇒ **PRESS 7 for a BRAZILIAN PORTUGUESE interpreter;**
      - ⇒ **PRESS 8 for ALL OTHER LANGUAGES.**

2. *What will happen if the call taker identifies the language by pressing #1-7 on the dial pad?*
   a. Remain on the line to be connected directly to an interpreter.
   b. The interpreter will ask the PSAP name.
   c. Interpreting will begin.

3. *What will happen if the call taker presses 8 for ALL OTHER LANGUAGES?*
   a. He/she will be asked to speak the name of the language (ex: French) OR enter the two-digit language code.
      - * *Please disregard the two-digit code request and speak the name of the language.*
   b. The automatic system will then confirm the requested language.
   c. Remain on the line to be connected directly to an interpreter.
   d. The interpreter will ask the PSAP name.
   e. Interpreting will then begin.

4. *What are two things to note when using the auto attendant directory?*
   a. **Please be very careful to only press the number (#1-8) for the interpreter <u>ONE TIME.</u>** Duplicating the entry will register with the system as a 2-digift code and connect to an interpreter for a different language. Note, there will be no audible DTMF tone when a number is pressed. Direct your attention to the "*Event*" tab on the NG9-1-1 system where the number pressed will be shown there.
   b. **You <u>DO NOT</u> need to listen to the auto attendant message in its entirety**.
      a. *Example: If a French-Creole interpreter is needed, once the call is connected and the auto-attendant begins speaking, immediately press 5 to be connected.*

5. *What should the call taker do if they are connected to an interpreter for an incorrect language or dialect?*
   a. If upon connection with the interpreter, it is determined that he/she does not speak the requested language or dialect, please:
      a. Disconnect the call using conference release.
         a. ***<u>BE CAUTIOUS NOT TO HANG UP ON THE CALLER</u>!***
      b. And reconnect with interpreter services.

6. *What should the call taker do if they are unable to identify the language the caller speaks?*
   a. Press #8 for ALL OTHER LANGUAGES.
   b. When asked to speak the name of the language, state "<u>**UNKNOWN**</u>."
   c. Remain on the line to be connected to an operator who can assist with identifying the language.